



# Department of Workforce Development (DWD)

Agency Dashboard Performance

## Economic Development

### Employment outcomes for Registered Apprenticeship

**Metric Definition** Increase number of successful employment opportunities for [Registered Apprenticeship](#).

Goal Met	Current	Previous	Target	Trend
	2,751	3,016	2,800	



**Reporting Cycle** YTD Quarterly (July 1, 2016 - June 30, 2017)

**Additional Details** A new apprentice enters full-time, permanent employment on day one and gains expertise through a structured on-the-job training for the skilled occupation, combined with related classroom instruction. Because RA cannot get a real job, new apprenticeships typically follow the seasonal hiring trends of the economy. Growth can also be achieved through dedicated outreach efforts and/or expansion into new occupations and industries.

Current performance is the year to date apprenticeship contracts during the quarter. Previous is the same year last year. Goal is to increase the number of completions in the current quarter compared to the five-year average. Trend is based on the quarterly number of active apprentices over the past 5 years.

### Employment outcomes for serving people with disabilities

**Metric Definition** Increase the number of successful employment opportunities for serving people with disabilities.

Goal Met	Current	Previous	Target	Trend
	1,019	1,127	988	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)



**Additional Details** An increase of successful employment opportunities leads to the closure of DWD's Division of Vocational Rehabilitation caseloads due to consumers reaching their employment goals. The employment goal is created and agreed upon by the consumer and a DVR counselor to meet the goals to be reached by the consumer. To learn more about DVR services for consumers, visit <https://dwd.wisconsin.gov/dvr/>. Annual targets for employment goals for DVR are established by the Department of Education Rehabilitation Services Administration (RSA) for each program year. In federal fiscal year 9/30/16, DVR adjusted its employment outcome goal to 3920 successful placements, relative to new Workforce Opportunity Act (WIOA) regulations which changed service outcomes and priorities for DVR. The program successfully achieved a total of 4,616. The new outcome goal for federal fiscal year 2017, beginning 10/1/16, has been set at 3950 successful placements.

# Department of Workforce Development (DWD)

## Agency Dashboard Performance

### Increased participation by employers for Registered Apprenticeship

**Metric Definition** Increased participation by employers for [Registered Apprenticeship](#).

Goal Met	Current	Previous	Target	Trend
	2,309	2,281	2,304	



**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** DWD's Bureau of Apprenticeship Standards (BAS) conducts outreach to increase RA awareness and participati employers establish their registered on-the-job training structure and related classroom instruction. In the cc industry, employers work through a Local Apprenticeship Trade Committee, which sponsors the program.

Current performance is the number of employers with active apprenticeship contracts during the quarter. Pr quarter last year. Target is based on the expected quarterly average increase employer participation over the Trend is based on employer participation over a 5 year period. Fluctuations in the number of employers parti dependent upon the state of the economy and the mix of trades being served.

### Increase the # of apprentices issued completion certificates

**Metric Definition** Increase the # of apprentices to complete completion certificates issued (journey worker status).



Goal Met	Current	Previous	Target	Trend
	1,216	1,296	1,361	

**Reporting Cycle** YTD Quarterly (July 1, 2016 - June 30, 2017)

**Additional Details** Goal is to increase the number of year-to-date completion certificates issued compared to the previous year' (Target). Apprentices who complete their training will earn a nationally-recognized and portable apprentices which is issued by DWD's Bureau of Apprenticeship Standards (BAS) and recognized by USDOL. The apprentic validates the attainment of skills and knowledge in much the same way as a college degree and required in m licensing and/or hiring at a skilled level. An average apprenticeship exceeds four years in length. Trend is bas past performance.

### Increase of apprenticeship wages

**Metric Definition** Increase of wages from start of apprenticeship to the completion of obtaining Journey Worker status.

Goal Met	Current	Previous	Target	Trend
	70%	69%	60%	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Goal is to ensure the apprentice wage, during the apprenticeship, averages at least 60 percent (target) of the industry in which the apprentice is receiving the credential. An apprentice's wage will increase during the app commensurate with increasing attainment of skill and knowledge.



Current performance is based on the average completion wage (\$30.51) increase over the starting wage (\$17. performance is based on last quarter's average starting and ending wage. Trend is based on consistent perfor year period.

# Department of Workforce Development (DWD)

## Agency Dashboard Performance

### Increased participation by employers in Youth Apprenticeship

**Metric Definition** Increased participation by employers in [Youth Apprenticeship \(YA\)](#).



Goal Met	Current	Previous	Target	Trend
	2,504	2,177	2,380	

**Reporting Cycle** YTD Quarterly (July 1, 2016 - June 30, 2017)

**Additional Details** Youth Apprenticeship (YA) employers are considered active when they have a YA student employed at their place of business. Employers may drop off the active list when their YA student completes the program. If they agree to train another student, they can be reflected as active when they are affiliated with another registered youth apprentice. Some students will complete the program for two years by pursuing an additional pathway typically within the same career cluster. Previous is calculated in regards to the same metric, during the same quarter of the previous year. Target is based on expected number of employers participating in the current school year.

### Increase # of students participating in Youth Apprenticeship

**Metric Definition** Increase number of students participating in [Youth Apprenticeship \(YA\)](#).



Goal Met	Current	Previous	Target	Trend
	3,545	3,042	3,400	

**Reporting Cycle** YTD Quarterly (July 1, 2016 - June 30, 2017)

**Additional Details** Youth Apprentices are high school juniors and seniors. Their activity in the program coincides with the public school year (September – May/June). DWD awards YA grants and program approval to operate a YA program using a fiscal year ending June 30, to coincide with the state general purpose revenue funding cycle. This also aligns with the public school year. Programs are operated in a one-year cycle (450 hours) or two-year cycle (900 hours). Some students will elect to complete the program for a second year (Level 2) by pursuing an additional pathway typically within the same career cluster. Previous is calculated in regards to the same metric, during the same quarter of the previous year. Target is based on projected number of students participating for the current school year.

### Percentage of UI claimants registering on JobCenterofWisconsin.com

**Metric Definition** Percentage of UI claimants registering on [JobCenterofWisconsin.com](#).

Goal Met	Current	Previous	Target	Trend
	97.9%	96.9%	100.0%	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** DWD strives to achieve 100% compliance for UI claimants to register on [JobCenterofWisconsin.com](#) as part of its effort to obtain employment. To register and search for employment, visit [jobcenterofwisconsin.com](#)

# Department of Workforce Development (DWD)

## Agency Dashboard Performance

### Reform and Innovation

#### Amount of time on Unemployment Insurance (UI)

**Metric Definition** Decrease the time of [Unemployment Insurance](#) claims for claimants receiving Re-Employment Services (RES) ; receive UI benefits

Goal Met	Current	Previous**	Target	Trend
N/A	18.4 weeks	18.8 weeks	N/A	↔

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** DWD's goal is to assist a UI claimant to move to employment as soon as possible. DWD has implemented Re-employment strategies to assist with resources and training to be utilized.

\*\* Due to Federal DOL changes to the RES Program the Previous was recalculated to ensure consistent comparison

### Efficient and Effective Services

#### Percentage of Unemployment Insurance claims completed online

**Metric Definition** Percentage of Unemployment Insurance claims completed online

Goal Met	Current	Previous	Target	Trend
✓	79%	69%	50%	↑

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** In response to customer service trends toward the adding of online-based services, DWD has moved to a UI claimant model that is customer friendly and a self-service model. UI claimants have the ability to file their claims online, at which time they can obtain their benefits.

#### Duration of investigation for Equal Rights cases

**Metric Definition** Reduce the percentage of Equal Rights cases pending or under investigation for more than 180 days

Goal Met	Current	Previous	Target	Trend
✓	3.8%	5.1%	25%	↑

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)



**Additional Details** DWD's Division of Equal Rights aims to protect the rights of all people in Wisconsin under the civil rights and labor laws. Because the division receives complaints from Wisconsin residents regarding civil rights or labor standards, the investigation can be complex, and take greater than 180 days to conclude the proper investigation. DWD strives to maintain each civil rights cases within 180 days.

# Department of Workforce Development (DWD)

## Agency Dashboard Performance

### Workers Compensation insurance payments

**Metric Definition** Insurers and self-insurers must mail at least 80% of first compensation payments to injured employees within from the date of injury or last day worked.

Goal Met	Current	Previous	Target	Trend
	82%	81%	80%	



**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** The Worker's Compensation Act provides for payment of reasonable medical expenses and compensation for resulting from work-related injuries or disabilities. These benefits are the responsibility of the self-insured employer's worker's compensation insurance carrier. Under DWD 80.02(3)(a), the timely first indemnity payment to an injured employee is a performance standard insurers and self-insurers must meet 80 percent of the time. On a quarterly basis, DWD monitors, evaluates and enforces compliance of this performance standard. Timely first indemnity payments are a key component of an injured employee's satisfaction with the Worker's Compensation system. Satisfaction with the system helps ensure low litigation rates, which in turn keeps costs down for the stakeholders. DWD's quarterly monitoring of this key component saves money for the worker's compensation system.

### Customer/Taxpayer Satisfaction

#### Reduce Unemployment Insurance overpayments due to fraud

**Metric Definition** Reduce amount of overpayment due to fraud.

Goal Met	Current	Previous	Target	Trend
	1.215%	1.504%	2.171%	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Decreasing the amount of [overpayment due to fraud benefits employers](#), as recovered payments are charged to the Fund balance. This lowers the yearly employer rate.

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